Mark J. Curley Attorney at Law Curley Immigration Law PC LLO 11128 John Galt Blvd., Suite 104 Omaha, Nebraska 68137 Attorney for Plaintiff (402) 733-8989

UNITED STATES DISTRICT COURT FOR THE DISTRICT OF NEBRASKA

EFREN RANGEL VARGAS,	CIVIL ACTION NO
PLAINTIFF, vs.	COMPLAINT
THE UNITED STATES,	
DEFENDANT.	

COMES NOW Plaintiff, Efren Rangel Vargas, by and through his attorney, Mark J. Curley, before this court and complain of the United States as follows:

- 1. Plaintiff brings this complaint against the United States of America pursuant to the Federal Tort Claims Act 28 U.S.C. §1346(b).
- 2. Plaintiff has exhausted his claims by filing the required forms with the Defendant and never receiving any response.

I. JURISDICTION, VENUE, AND CONDITIONS PRECEDENT

- 3. Plaintiff lives at 6734 Aspen Street in La Vista, Nebraska, 68128, and is thus a resident of the Second Judicial District of Nebraska.
- 4. The claims herein are brought against the United States pursuant to the Federal Tort Claims Act (28 U.S.C. §2671, et seq.), 28 U.S.C. §1346(b)(1) and 28 U.S.C. §2680 for money damages as compensation for personal injuries that were caused by the negligent and wrongful acts and omissions of employees of the United States Government while acting within the scope of their office and employment, under circumstances where the United States, if a private person, would be liable to the Plaintiff in accordance with the laws of the State of Texas.
- 5. Venue is proper in that Plaintiff resides in the Second Judicial District in the State of

Nebraska.

- 6. Plaintiff has fully complied with the provisions of 28 U.S.C. §2675 of the Federal Tort Claims Act.
- 7. This suit has been timely filed, in that the Plaintiff timely served notice of his claim on the United States Department of Homeland Security (hereinafter, "DHS), Customs and Border Protection (hereinafter "CBP"), and Immigrations and Customs Enforcement (hereinafter "ICE") in March 2015. DHS assumed responsibility for processing the claim on behalf of all three agencies, but in spite of continued correspondence to DHS over the following fifty (50) months requesting a decision on Plaintiff's claims, no decision was ever rendered by the government.

II. **FACTS**

- 8. Efren Rangel Vargas, (hereinafter "Plaintiff") was born on June 18, 1950, in Mexico.
- 9. On March 23, 1975, Plaintiff was granted lawful permanent resident status in the United States.
- 10. Every year or every other year since he became a permanent resident, Plaintiff has traveled back to Mexico to visit his family.
- 11. Plaintiff never had any trouble when legally crossing back and forth between Mexico and the United States until his experience with CBP in May 2013.
- 12. On May 13, 2013, upon returning to the United States from a trip to Mexico to visit his family, Plaintiff was stopped and questioned by a CBP officer at a U.S. Port of Entry along the U.S.-Mexico border at or near Laredo, Texas.
- 13. The officer questioned Plaintiff about a prior minor offense he had against him in the State of Colorado, a matter which Plaintiff explained to the officer had been closed for fourteen (14) years after his conviction and subsequent payment of a fine imposed by the court.
- 14. Even with knowledge of the Plaintiff's previous minor criminal offense and its nondisqualifying nature, Defendant did not allow Plaintiff to legally enter the United States as he had done numerous times before under the same parameters. Instead, Plaintiff was held and detained for over a month.
- 15. Plaintiff was initially held for three (3) days at the CBP office in Laredo, Texas on the border of the United States and Mexico.
 - a. During his three (3) days in the CBP office, Plaintiff was handcuffed to a metal

- chair and denied access to his medication, which he takes for diabetes.
- b. Plaintiff informed the agents that he suffered from diabetes upon his detention, and requested that they provide him with his prescribed mediation located in his truck, which was parked outside of the CBP office until it was impounded. Defendants refused this request for three (3) days, providing him with his medication on his fourth day in custody only after he was transferred to another facility and the doctor that examined him deemed it necessary for his health.
- c. Plaintiff was also denied any food during his first three (3) days at the CBP office and was only given water to drink.
- 16. On the fourth day of Plaintiff's confinement, he was transferred to a detention center in Laredo, Texas and held without charges or bond for another thirty-one (31) days.
- 17. It was only after his relocation to the detention center in Laredo that a doctor examined Plaintiff and he was finally allowed access to his diabetic medication.
- 18. Despite numerous inquiries, no reason was ever given to the Plaintiff's family for his detention.
- 19. As a result of his confinement in the detention center in Laredo, Plaintiff's truck was impounded by CBP.
- 20. While he was detained, Plaintiff also sought the services of an attorney and hired Trevino & Gayed LLP to assist him with his detention.
- 21. Plaintiff's brother, Edilberto Rangel, flew down to Texas at a substantial cost to himself and the Plaintiff to retrieve Plaintiff's truck, and Plaintiff had to pay to get the truck out of the impoundment lot.
- 22. After thirty-four (34) days of confinement without any charges or explanation, Plaintiff was released from detention
- 23. The minor criminal offense from Plaintiff's past should not have prevented him from reentering the United States as he had done many times before.
 - d. The ICE case summary at the time Plaintiff was detained clearly indicates that it declared Plaintiff inadmissible due to a conviction or commission of a crime involving moral turpitude.
 - e. The record of persons and property transferred when the Plaintiff was moved clearly states that Plaintiff has no convictions of this nature.

- f. None of Plaintiff's prior minor criminal history can be considered a crime of moral turpitude.
- g. Plaintiff had never been detained by CBP due to his prior minor criminal history on the numerous other occasions when he traveled back and forth to Mexico, both before and after this incident.
- 24. On March 31, 2015, Plaintiff filed Standard Form 95, Claim for Damage, Injury, or Death, along with supplementation, alleging the facts laid out above and seeking relief.
- 25. On July 10, 2018, Plaintiff sent DHS, CBP and ICE another correspondence to update the address of Plaintiff's attorney and in an attempt to get a response to his claim for damages.
- 26. As of October 2019, Plaintiff has not received any response to his filing or subsequent correspondence pertaining to it from DHS, CBP or ICE.

III. FIRST CAUSE OF ACTION

Violation of 28 U.S.C. §2680

- 27. Plaintiff incorporates paragraphs one through twenty-six (1-26) as if fully set forth.
- 28. The acts and events set forth above constitute false imprisonment under the laws of the State of Texas. Because these acts and events were undertaken and caused by investigative and law enforcement agents of the United States, the United States Government is liable for all damages caused by such acts, as provided by 28 U.S.C. §2680(h).

IV. **SECOND CAUSE OF ACTION**

Negligence

- 29. Plaintiff incorporates paragraphs one through twenty-six (1-26) as if fully set forth.
- 30. Defendant, by and through its agents DHS, CBP and ICE owed a duty of care to the Plaintiff requiring the Defendant to conform to a reasonable standard of conduct.
- 31. The acts and omissions alleged herein constitute breaches of that duty of care that was owed to Plaintiff by federal employees while acting within the scope of their office or employment.
- 32. Defendant's breach was the direct and proximate cause of the injury and the legally cognizable damages suffered by Plaintiff.
- 33. Plaintiff was an intended recipient of protection by Defendant's conformity to a reasonable standard of conduct.
- 34. The actions or omissions by federal employees described herein constitute the tort of

- negligence under the laws and case law of the State of Texas.
- 35. Under the Federal Torts Claims Act, Defendant and its agents are liable for damages caused by these actions or omissions.

V. PRAYER FOR RELIEF

WHEREFORE, the Plaintiff is entitled to damages from the United States, and he hereby prays that judgment be entered in his favor and against the United States government as follows:

- A. Damages resulting from the Plaintiff's deprivation of liberty in the amount of \$340,000.00 (34 days x \$10,000.00 a day); plus
- B. Damages resulting from the Plaintiff's mental anguish and emotional distress in the amount of \$34,000.00; plus
- C. Damages from the Plaintiff's loss of productive time, in the amount of \$34,000.00; plus
- D. Costs associated with Plaintiff retrieving his vehicle from impoundment, in the amount of \$649.65; plus
- E. Costs associated with Plaintiff's brother flying to Texas to retrieve Plaintiff's vehicle from impoundment, in the amount of \$354.40; plus
- F. Costs associated with Plaintiff's brother's lodging in Texas while traveling to retrieve Plaintiff's vehicle from impoundment in the amount of \$129.96; plus
- G. Attorney's fees associated with work done by Plaintiff's prior attorneys in this matter, Trevino & Gayed LLP, in the amount of \$2,500.00; all in the total amount of \$411,634.01.

Plaintiff is further entitled to and does hereby seek recovery of all costs and attorney's fees incurred by Plaintiff in this civil action, together with such further and additional relief at law or in equity that this Court may deem appropriate or proper.

DATED: October_____, 2019

EFREN RANGEL VARGAS, Plaintiff.

Mark J. Curley (NE # 20049)

Attorney for Plaintiff

Curley Immigration Law PC LLO 11128 John Galt Blvd., Suite 104 Omaha, Nebraska 68137

(402) 733-8989

JS 44 (Rev. 08/18)

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)

I. (a) PLAINTIFFS				DEFENDANTS		
Efren Rangel Vargas				The United States		
(b) County of Residence of First Listed Plaintiff Sarpy County NE (EXCEPT IN U.S. PLAINTIFF CASES)			County of Residence of First Listed Defendant (IN U.S. PLAINTIFF CASES ONLY) NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED.			
				THE TRACT	OF LAND INVOLVED.	HE LOCATION OF
(c) Attorneys (Firm Name,	Address, and Telephone Numbe	r)		Attorneys (If Known)		
Mark J. Curley, Joseph S			11128			
John Galt Blvd., Suite 10	4, Omaha, NE 68137 -	- (402) 733-8989				
II. BASIS OF JURISDI	ICTION (Place on "X" in C	ne Box Only)	III. CI	TIZENSHIP OF P	RINCIPAL PARTIES	(Place an "X" in One Box for Plaintiff
□ 1 U.S. Government	☐ 3 Federal Question	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		(For Diversity Cases Only)		and One Box for Defendant)
Plaintiff	(U.S. Government	Not a Party)	Citize	en of This State	 □ I Incorporated or Pr of Business In T 	
U.S. Government Defendant	☐ 4 Diversity (Indicate Citizensh	ip of Parties in Item III)	Citize	en of Another State	2	
				en or Subject of a reign Country	3	□ 6 □ 6
IV. NATURE OF SUIT						of Suit Code Descriptions.
CONTRACT 110 Insurance	PERSONAL INJURY	PERSONAL INJURY		DRFEITURE/PENALTY 5 Drug Related Seizure	BANKRUPTCY 422 Appeal 28 USC 158	OTHER STATUTES ☐ 375 False Claims Act
☐ 120 Marine ☐ 130 Miller Act	☐ 310 Airplane	🗖 365 Personal Injury -		of Property 21 USC 881	☐ 423 Withdrawal	☐ 376 Qui Tam (31 USC
☐ 140 Negotiable Instrument	☐ 315 Airplane Product Liability	Product Liability 367 Health Care/	LD 69	0 Other	28 USC 157	3729(a)) ☐ 400 State Reapportionment
☐ 150 Recovery of Overpayment & Enforcement of Judgment	☐ 320 Assault, Libel & Slander	Pharmaceutical Personal Injury			PROPERTY RIGHTS 820 Copyrights	☐ 410 Antitrust☐ 430 Banks and Banking
☐ 151 Medicare Act ☐ 152 Recovery of Defaulted	☐ 330 Federal Employers' Liability	Product Liability 368 Asbestos Personal			☐ 830 Patent	☐ 450 Commerce
Student Loans	☐ 340 Marine	Injury Product			☐ 835 Patent - Abbreviated New Drug Application	☐ 460 Deportation ☐ 470 Racketeer Influenced and
(Excludes Veterans) ☐ 153 Recovery of Overpayment	☐ 345 Marine Product Liability	Liability PERSONAL PROPER	ту	LABOR	☐ 840 Trademark SOCIAL SECURITY	Corrupt Organizations 480 Consumer Credit
of Veteran's Benefits ☐ 160 Stockholders' Suits	☐ 350 Motor Vehicle ☐ 355 Motor Vehicle	370 Other Fraud		0 Fair Labor Standards	☐ 861 HIA (1395ff)	☐ 485 Telephone Consumer
☐ 190 Other Contract	Product Liability	☐ 371 Truth in Lending ☐ 380 Other Personal	O 72	Act O Labor/Management	☐ 862 Black Lung (923) ☐ 863 DIWC/DIWW (405(g))	Protection Act 490 Cable/Sat TV
☐ 195 Contract Product Liability ☐ 196 Franchise	360 Other Personal Injury	Property Damage 385 Property Damage	G 74	Relations 0 Railway Labor Act	☐ 864 SSID Title XVI ☐ 865 RSI (405(g))	☐ 850 Securities/Commodities/ Exchange
	☐ 362 Personal Injury - Medical Malpractice	Product Liability		I Family and Medical Leave Act	_ 335 1131 (135 (8))	☐ 890 Other Statutory Actions
REAL PROPERTY	CIVIL RIGHTS	PRISONER PETITION	IS 🗆 79	0 Other Labor Litigation	FEDERAL TAX SUITS	☐ 891 Agricultural Acts ☐ 893 Environmental Matters
☐ 210 Land Condemnation ☐ 220 Foreclosure	☐ 440 Other Civil Rights ☐ 441 Voting	Habeas Corpus: 463 Alien Detainee	1 79	I Employee Retirement Income Security Act	☐ 870 Taxes (U.S. Plaintiff or Defendant)	☐ 895 Freedom of Information Act
☐ 230 Rent Lease & Ejectment	☐ 442 Employment	510 Motions to Vacate		meome Security Act	☐ 871 IRS—Third Party	☐ 896 Arbitration
☐ 240 Torts to Land ☐ 245 Tort Product Liability	Accommodations	Sentence 530 General			26 USC 7609	☐ 899 Administrative Procedure Act/Review or Appeal of
☐ 290 All Other Real Property	445 Amer. w/Disabilities - Employment	535 Death Penalty Other:	. 2.46	IMMIGRATION		Agency Decision
	☐ 446 Amer. w/Disabilities -	☐ 540 Mandamus & Othe	er 3 46	2 Naturalization Application 5 Other Immigration		☐ 950 Constitutionality of State Statutes
	Other 448 Education	☐ 550 Civil Rights ☐ 555 Prison Condition		Actions		
		☐ 560 Civil Detainee - Conditions of				
		Confinement				
V. ORIGIN (Place an "X" in						
	te Court	Appellate Court .		nened Anothe (specify)	r District Litigation Transfer	
	128 U.S.C. 82671:	tute under which you ar 28 U.S.C. §1346(b)	c filing (D	Do not cite jurisdictional stat. U.S.C. 82680	utes unless diversity):	
VI. CAUSE OF ACTIO	Brief description of ca	use:	X //			
VII. REQUESTED IN				gligent and wrongful a		ithin their scope of employ
COMPLAINT:	UNDER RULE 2	IS A CLASS ACTION 3, F.R.Cv.P.		\$411,634.01	JURY DEMAND:	if demanded in complaint:
VIII. RELATED CASE					JUNE DEMINISTRA	2.00
IF ANY	(See instructions):	JUDGE			DOCKET NUMBER	/
DATE 11/15/2010	g	SIGNATURE OF ATT	ORNEY C	OF RECORD NEW	1	
FOR OFFICE USE ONLY					J	
RECEIPT # AM	IOUNT	APPLYING IFP		JUDGE	MAG. JUD	OGE

JS 44 Reverse (Rev. 08/18)

INSTRUCTIONS FOR ATTORNEYS COMPLETING CIVIL COVER SHEET FORM JS 44

Authority For Civil Cover Sheet

The JS 44 civil cover sheet and the information contained herein neither replaces nor supplements the filings and service of pleading or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. Consequently, a civil cover sheet is submitted to the Clerk of Court for each civil complaint filed. The attorney filing a case should complete the form as follows:

- I.(a) Plaintiffs-Defendants. Enter names (last, first, middle initial) of plaintiff and defendant. If the plaintiff or defendant is a government agency, use only the full name or standard abbreviations. If the plaintiff or defendant is an official within a government agency, identify first the agency and then the official, giving both name and title.
- (b) County of Residence. For each civil case filed, except U.S. plaintiff cases, enter the name of the county where the first listed plaintiff resides at the time of filing. In U.S. plaintiff cases, enter the name of the county in which the first listed defendant resides at the time of filing. (NOTE: In land condemnation cases, the county of residence of the "defendant" is the location of the tract of land involved.)
- (c) Attorneys. Enter the firm name, address, telephone number, and attorney of record. If there are several attorneys, list them on an attachment, noting in this section "(see attachment)".
- II. Jurisdiction. The basis of jurisdiction is set forth under Rule 8(a), F.R.Cv.P., which requires that jurisdictions be shown in pleadings. Place an "X" in one of the boxes. If there is more than one basis of jurisdiction, precedence is given in the order shown below.

 United States plaintiff. (1) Jurisdiction based on 28 U.S.C. 1345 and 1348. Suits by agencies and officers of the United States are included here. United States defendant. (2) When the plaintiff is suing the United States, its officers or agencies, place an "X" in this box. Federal question. (3) This refers to suits under 28 U.S.C. 1331, where jurisdiction arises under the Constitution of the United States, an amendment to the Constitution, an act of Congress or a treaty of the United States. In cases where the U.S. is a party, the U.S. plaintiff or defendant code takes precedence, and box 1 or 2 should be marked.

 Diversity of citizenship. (4) This refers to suits under 28 U.S.C. 1332, where parties are citizens of different states. When Box 4 is checked, the citizenship of the different parties must be checked. (See Section III below; NOTE: federal question actions take precedence over diversity cases.)
- III. Residence (citizenship) of Principal Parties. This section of the JS 44 is to be completed if diversity of citizenship was indicated above. Mark this section for each principal party.
- IV. Nature of Suit. Place an "X" in the appropriate box. If there are multiple nature of suit codes associated with the case, pick the nature of suit code that is most applicable. Click here for: Nature of Suit Code Descriptions.
- V. Origin. Place an "X" in one of the seven boxes.
 - Original Proceedings. (1) Cases which originate in the United States district courts.
 - Removed from State Court. (2) Proceedings initiated in state courts may be removed to the district courts under Title 28 U.S.C., Section 1441. When the petition for removal is granted, check this box.
 - Remanded from Appellate Court. (3) Check this box for cases remanded to the district court for further action. Use the date of remand as the filing date.
 - Reinstated or Reopened. (4) Check this box for cases reinstated or reopened in the district court. Use the reopening date as the filing date.

 Transferred from Another District. (5) For cases transferred under Title 28 U.S.C. Section 1404(a). Do not use this for within district transfers or multidistrict litigation transfers.
 - Multidistrict Litigation Transfer. (6) Check this box when a multidistrict case is transferred into the district under authority of Title 28 U.S.C. Section 1407.
 - Multidistrict Litigation Direct File. (8) Check this box when a multidistrict case is filed in the same district as the Master MDL docket.

 PLEASE NOTE THAT THERE IS NOT AN ORIGIN CODE 7. Origin Code 7 was used for historical records and is no longer relevant due to changes in statue.
- VI. Cause of Action. Report the civil statute directly related to the cause of action and give a brief description of the cause. Do not cite jurisdictional statutes unless diversity. Example: U.S. Civil Statute: 47 USC 553 Brief Description: Unauthorized reception of cable service
- VII. Requested in Complaint. Class Action. Place an "X" in this box if you are filing a class action under Rule 23, F.R.Cv.P.

 Demand. In this space enter the actual dollar amount being demanded or indicate other demand, such as a preliminary injunction.

 Jury Demand. Check the appropriate box to indicate whether or not a jury is being demanded.
- VIII. Related Cases. This section of the JS 44 is used to reference related pending cases, if any. If there are related pending cases, insert the docket numbers and the corresponding judge names for such cases.

Date and Attorney Signature. Date and sign the civil cover sheet.

Signature of Clerk or Deputy Clerk

AO 440 (Rev. 06/12) Summons in a Civil Action

UNITED STATES DISTRICT COURT

Doc # 1

OMIED SIF	for the
D	istrict of Nebraska
Efren Rangel Vargas)))
Plaintiff(s) v. The United States) Civil Action No.))))))
Defendant(s))
SUMMO	NS IN A CIVIL ACTION
To: (Defendant's name and address) Joseph P. Kelly United States Attorn United States Attorn 1620 Dodge Street, Omaha, NE 68102	
A lawsuit has been filed against you.	
are the United States or a United States agency, or a P. 12 (a)(2) or (3) — you must serve on the plaintiff	
If you fail to respond, judgment by default you also must file your answer or motion with the control of the co	will be entered against you for the relief demanded in the complaint.
	CLERK OF COURT
Date:	

Doc # 1

AO 440 (Rev. 06/12) Summons in a Civil Action (Page 2)

Civil Action No.

PROOF OF SERVICE

(This section should not be filed with the court unless required by Fed. R. Civ. P. 4 (1))

	This summons for (nar	me of individual and title, if any	<i>v</i>)	
was re	ceived by me on (date)		•	
	☐ I personally served	the summons on the indi	vidual at <i>(place)</i>	
			on (date)	; or
	☐ I left the summons	at the individual's resider	nce or usual place of abode with (name)	
		, ;	a person of suitable age and discretion who resi	ides there,
	on (date)	, and mailed a c	opy to the individual's last known address; or	
	☐ I served the summo	ons on (name of individual)		, who is
	designated by law to	accept service of process	on behalf of (name of organization)	
			on (date)	; or
	☐ I returned the sumr	mons unexecuted because		; or
	☐ Other (specify):			
	My fees are \$	for travel and \$	for services, for a total of \$	0.00
	I declare under penalty	y of perjury that this infor	mation is true.	
Date:	x			
		_	Server's signature	
			Printed name and title	
N				s
			*	20
			Server's address	

Additional information regarding attempted service, etc:

AO 440 (Rev. 00/12) Buillillous in a Civil Action	
UNITED STATE	ES DISTRICT COURT
Distric	ct of Nebraska
Efren Rangel Vargas)))
Plaintiff(s) V. The United States	Civil Action No.
Defendant(s)))
SUMMONS	IN A CIVIL ACTION
To: (Defendant's name and address) William Barr Attorney General of the U.S. Department of Just 950 Pennsylvania Avenu	
A lawsuit has been filed against you.	
are the United States or a United States agency, or an of P. 12 (a)(2) or (3) — you must serve on the plaintiff an	n you (not counting the day you received it) — or 60 days if you ficer or employee of the United States described in Fed. R. Civ. answer to the attached complaint or a motion under Rule 12 of otion must be served on the plaintiff or plaintiff's attorney,

If you fail to respond, judgment by default will be entered against you for the relief demanded in the complaint.

CLERK OF COURT

Signature of Clerk or Deputy Clerk

11128 John Galt Blvd., Suite 104

Omaha, NE 68137

You also must file your answer or motion with the court.

Date:

Doc # 1 Filed: 02/07/20

AO 440 (Rev. 06/12) Summons in a Civil Action (Page 2)

Civil Action No.

PROOF OF SERVICE

(This section should not be filed with the court unless required by Fed. R. Civ. P. 4 (1))

This summons for (n	ame of individual and title, if any)		
received by me on (date)			
☐ I personally serve	ed the summons on the individual at	(place)	
		on (date)	; or
☐ I left the summor	s at the individual's residence or us	ual place of abode with (nam	ne)
		of suitable age and discretic	-
on (date)	, and mailed a copy to th	e individual's last known ac	ddress; or
☐ I served the sumr	nons on (name of individual)		, who i
	accept service of process on behal	f of (name of organization)	
		on (date)	; or
☐ I returned the sun	nmons unexecuted because		; 0
☐ Other (specify):			
My fees are \$	for travel and \$	for services, for a t	total of \$0.00
I declare under pena	lty of perjury that this information is	s true	
r declare ander pena.	by or porjury that this information is	s true.	
	4		
		Server's signatur	re
		Printed name and	title
*			
		Server's address	S

Additional information regarding attempted service, etc: